

First Advantage

Background and Occupational Health Screening

Contact Information

As a valued client of First Advantage we have a committed team of individuals assigned to managing your account.

Team Pinnacle:

Team Pinnacle is the strategic account management team responsible for your background and occupational health screening programs.

Team Pinnacle is comprised of a Major Account Coordinator team, Senior Major Account Coordinator.

Major Account Coordinator Team:

Responsible for the management of day to day activities of your account.

Responsibilities include:

- Status checks of background and substance abuse tests
- Inquiries regarding driver qualification files and exam management
- Ordering of supplies
- Collection site management
- Daily Management reports
- All other questions or concerns with respect to background screening, substance abuse testing, driver qualification and exam management.

Major Account Team Members:

Nick DiVincenzo
Connie Helms
Tyra Johnson
Diny Vigil
Eric Smith

Team Pinnacle Contact:

Phone: **888-215-1167**
Email: TeamPinnacle@fadv.com

Senior Major Account Coordinator:

Team Lead, responsible for managing day to day activities of Major Account team insuring quality and timeliness of responses. Available to you in the event you have the need to escalate issues or concerns.

Team Pinnacle Lead:

Laura Harris
Phone: 800-321-4443 X3464
Email: laura.harris@fadv.com

Employment Screening Manager:

Strategic account management performing account analysis resulting in "best practice" improvements, perform business reviews and serve as "high level" escalation point.

Employment Screening Manager:

Amy Ireland
Phone: 877-275-8015
Email: aireland@fadv.com

Employment Screening Director:

Responsible for providing solutions and issue resolution, understanding of the client's business to include their goals as an organization and how FADV fits into assisting them achieve those goals and ultimate product service issues accountability.

Employment Screening Director:

Mike Fernandez
Phone: 631.393.5228
Email: mike.fernandez@fadv.com

Hours of Availability:

Monday – Friday 8:00 am-5:00 pm eastern time
National Client Services available until 8pm eastern time